

DDOT is committed to providing efficient, reliable accessible transit services to the residents of the City of Detroit and its surrounding communities.

All of DDOT’s routes are wheelchair accessible and many of our buses have ramps with a “kneeling” feature that lowers the front entrance of the vehicle to within inches from the ground for easy access by any customer with mobility impairments or difficulty using the front steps. Other, older buses have a wheelchair lift at the back door.

■ **Announcing Stops**

The Americans with Disabilities Act (ADA) requires using the public address system (PA) to announce stops and routes. All DDOT operators will announce routes; transfer points and major intersections, as well as any requested stops.

■ **Boarding / Alighting**

The Transportation Equipment Operator (TEO) should be courteous at all times. The TEO is not permitted merely to inform you a wheelchair lift is not functioning. Instead, the TEO must attempt to cycle the wheelchair

lift at all stops where a customer using a wheelchair/scooter wishes to board. If a lift is not working, the TEO will follow the procedures described below under “Back-Up Policy.”

TEO’s will attempt to board and alight passengers who use wheelchairs and other mobile assistive devices prior to boarding and alighting other passengers.

Operators will kneel (lower) the bus and deploy the ramp or lift at bus stops, if requested. Extra caution and assistance may be required at locations where there is no curb on which to deploy the ramp or where the stop or pathway is inaccessible due to snow or similar impediment.

■ **Back-Up Policy**

If there is a lift failure or service interruption and the next bus with a functioning lift is scheduled to arrive more than thirty (30) minutes later, a back-up lift or ramp-equipped vehicle will be dispatched.

In all cases, the operator is required to contact the dispatcher and wait until the dispatcher’s instructions have been relayed to the waiting passenger.

■ **Securement**

Mobile assistive devices must be properly secured. Operators have been trained in the proper use of the securement systems. Optional lap belts and shoulder harnesses will be offered for your use. If the customer with a disability requests assistance with the use of the securement systems, the driver shall assist. If you have concerns regarding the securement of your mobile assistive device, please contact DDOT Customer Service Office at (313) 933-1300.

Priority Seating/Securement Area

A priority seating area is designated at the front of the bus for seniors and riders with disabilities. A designated seating area is also available on the bus for users of mobile assistive devices. If other passengers are using these seats, please let the operator know and the operator will politely ask them to move.

■ **Service Animals**

Persons with disabilities who use service animals are allowed to board with their service animals. A service animal is an animal that has been individually trained to assist a person with a disability.

■ **Notice for Complaints of Discrimination**

Based on Disability

I. DDOT has established a process for investigating and resolving complaints alleging disability discrimination related to DDOT services, programs, and facilities. Regulations implementing provisions of Section 504 of the Rehabilitation Act of 1973 and Title II of the Americans with Disabilities Act of 1990 can be found at 49 C.F.R. Parts 27 and 37, and 28 C.F.R. Part 35. This Notice is adopted pursuant to 28 CFR §35.107 and 49 CFR §27.13.

II. DDOT’s ADA Coordinator shall be responsible for overseeing investigations and responses to complaints of discrimination based on disability.

Required Information includes:

COMPLAINANT’S INFORMATION

Name, address, phone number

INCIDENT INFORMATION

Route number, date, time, location, direction and details

Complaints with incomplete information may result in delayed investigations and responses. DDOT can-

not respond to complaints without the complainant's mailing address.

How to File a Complaint

Complaints regarding prohibited discrimination based on disability may be submitted to DDOT as follows:

- By telephone to DDOT's Customer Service Office, (313) 933-1300, the City of Detroit Call Center at 311 or (313) 224-INFO (4636) or the toll-free number 1-888-DDOT BUS (accepting calls from anywhere in the US and Canada). TDD (313) 834-3434 (for the hearing impaired).
- In writing to the Department of Transportation's ADA Coordinator, Alethea K. Johnson, 1301 East Warren, Detroit, Michigan 48207. Complaints may also be faxed to (313) 578-8205.
- In person at DDOT's main office, 1301 East Warren, 8 a.m. to 5 p.m., Monday through Friday, or complaints may be given verbally to the ADA Coordinator. It is advisable to call DDOT's ADA Coordinator in advance at (313) 833-7898 to schedule an appointment.

DDOT's Customer Service Representatives at (313) 933-1300 will

take complaints from the public by phone. The Representative will offer instructions on how to file a written complaint. Before concluding the interview, the Representative will ask if the complainant wishes to have the information reviewed for accuracy and will make any requested corrections.

Acknowledgement of Complaint Receipt

Within three business days after receipt of the complaint, a letter will be sent to the complainant that includes all of the following:

1. Acknowledgement that the complaint has been received and forwarded for investigation.
2. The estimated date by which a response will be sent to the complainant.
3. How to contact DDOT if the complainant does not receive a response by that date. Investigation of Complaint: The designated DDOT employee will investigate the complaint and respond in writing within a reasonable time, not to exceed 30 days from receipt of the complaint. The response will inform you of the resolution of the complaint. . Please

note that DDOT's employee personnel files are confidential; therefore, specific information on disciplinary actions resulting from complaints cannot be divulged.

To obtain information regarding DDOT accessible fixed route services, please contact the:

DDOT Customer Service Office
(313) 933-1300
Toll-free: 1-888-DDOT BUS
(accepting calls from anywhere in the US and Canada)
TDD: (313) 834-3434



City of Detroit
Department of Transportation
Norman L. White, Director
January 2006



Detroit
Department of Transportation

**Accessibility
Guidelines for
Fixed Route
Bus Service**



www.detroitmi.gov/ddot